FRESNO, CALIFORNIA
CLASS SPECIFICATION

REVENUE COLLECTIONS SPECIALIST

FLSA STATUS:
Non-Exempt

CLASS SUMMARY:

The Revenue Collections Specialist is the first level in a two level Revenue Collections series. Incumbents are responsible for the collection of delinquent debts owed the City, for negotiation and development of agreements and payment plans with debtors, and for performing related follow up to ensure that payment is made as agreed. Incumbents may perform skiptracing and prepare cases for small claims actions.

The Revenue Collections Specialist is distinguished from the Revenue Collections Supervisor which has first-line supervisory responsibilities for staff and section operations.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		**FRE-QUENCY**
1.	Makes work assignments, oversees the work of other staff, trains, prepares reports, and performs administrative tasks in the absence of the supervisor.	Varies
2.	Contacts customers with delinquent accounts, attempts to collect debts owed the City, and negotiates payment agreements with debtors.	Daily 30%
3.	Updates computer records with contact and payment information; assists in monitoring accounts and making follow-up contacts to ensure timely payment of account; may adjust payment agreement based on ability to pay; prepares and maintains records and files related to delinquent accounts.	Daily 20%
4.	Prepares, analyzes, and reconciles a variety of reports, notices, statements, settlements, forms, appraisals, and/or other related documents related to borrowers, delinquent accounts, reconveyances and subordinations, pay-off demands, loans, and/or other applicable issues.	Daily 10%
5.	Reviews accounts receivable reports to determine how many days' delinquent customer accounts are; prepares and distributes overdue notices.	Daily 10%
6.	Locates persons responsible for delinquent accounts by researching current address, employers, and commercially prepared reference materials and services; obtains financial and credit information.	Daily 10%
7.	Participates in developing revenue collection guidelines for use by departments throughout the city.	Weekly 5%
8.	Meets with customers to discuss payment arrangements and explain applicable laws, procedures, and regulations associated with debts.	Daily 10%

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	**FRE-QUENCY**
9. Works with or assists the City Attorney's Office or outside counsel in preparing applicable cases for appropriate legal action to recover public funds; maintains records, correspondence, and other appropriate documents pertaining to cases; prepares or assists in preparing information related to earnings withholding, liens on personal property, or other legal action such as bankruptcies, probate, judgments or foreclosures; may appear in court to testify regarding delinquent accounts; recommends settlements and/or write-offs based on case facts.	Monthly 5%
10. Performs other duties of a similar nature or level.	As Required

Training and Experience (positions in this class typically require):
- Sixty college level units, with at least twenty four units in business, accounting, real estate, law or finance related courses and two years of collections experience are required;

OR

- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Experience may be substituted for education on the basis of one year of experience equivalent to twelve semester units.

Licensing Requirements (positions in this class typically require):
- Basic Class C License

Knowledge (position requirements at entry):
Knowledge of:
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations
- Collections principles and practices
- Research methods
- Mathematical concepts
- Interviewing techniques
- Office procedures, principles, practices and equipment
- Real estate principles and practices

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Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Maintaining confidentiality
- Organizing and maintaining accurate technical, complex, sensitive, and or confidential records and files
- Exercising sound judgment
- Safely operating and maintaining applicable tools and equipment
- Applying researching methods
- Facilitating meetings and negotiations
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, and repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping and walking.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to life, carry, push, pull or otherwise move objects including one's own body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Some positions may require more frequent walking, lifting and standing.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)
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